FIG. 1

20020230.0519001

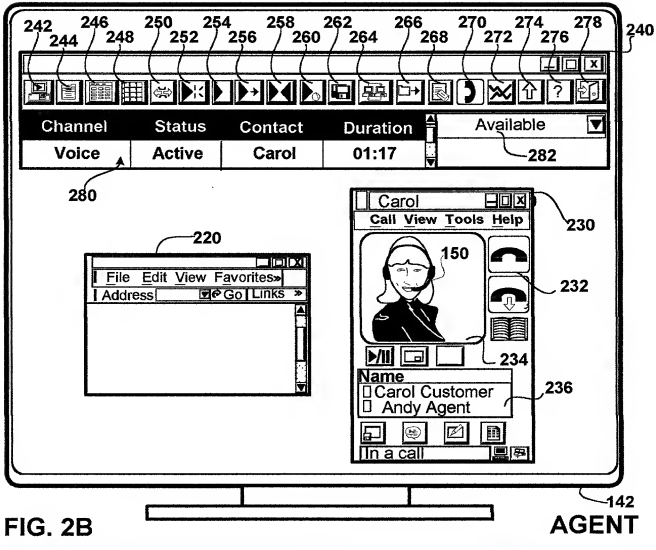
242
244
246
248
250
252
254
256
258
260
262
264
266
268
270
272
274
276
278
240
Channel
Status
Contact
Duration
Available
Voice
Active
Carol
01:17
282
280
220
File Edit View Favorites
Address
Go
Links
Carol
Call View Tools Help
230
150
232
234
Name
Carol Customer
Andy Agent
236
In a call
142
AGENT

FIG. 2B

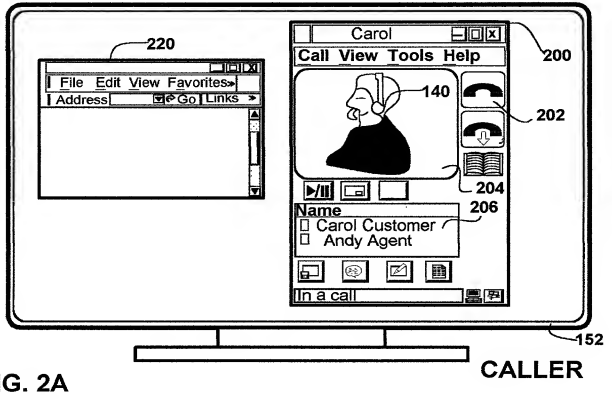
220
File Edit View Favorites
Address
Go
Links
Carol
Call View Tools Help
200
140
202
204
Name
206
Carol Customer
Andy Agent
In a call
152
CALLER

FIG. 2A

Inventor(s): Ely et al. Atty Docket # ASPT0001

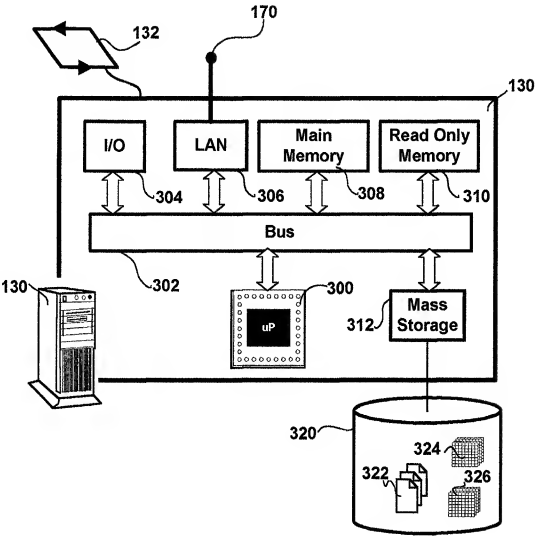

FIG. 3

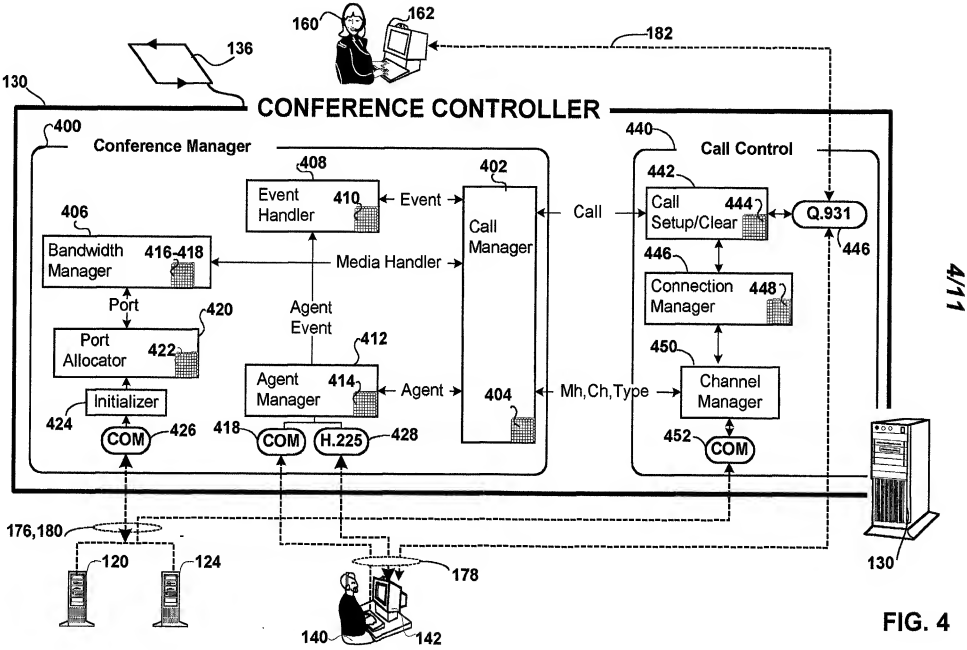
160
162
182
136
130
CONFERENCE CONTROLLER
400
Conference Manager
408
Event Handler
410
Event
402
Call Manager
Call
440
Call Control
442
Call Setup/Clear
444
Q.931
446
406
Bandwidth Manager
416-418
Media Handler
446
Connection Manager
448
Port
420
Port Allocator
422
Agent Event
412
450
Agent Manager
414
Agent
404
Mh,Ch,Type
Channel Manager
Initializer
424
COM
426
418
COM
H.225
428
452
COM
176,180
120
124
178
140
142
130

FIG. 4

200220 09518001

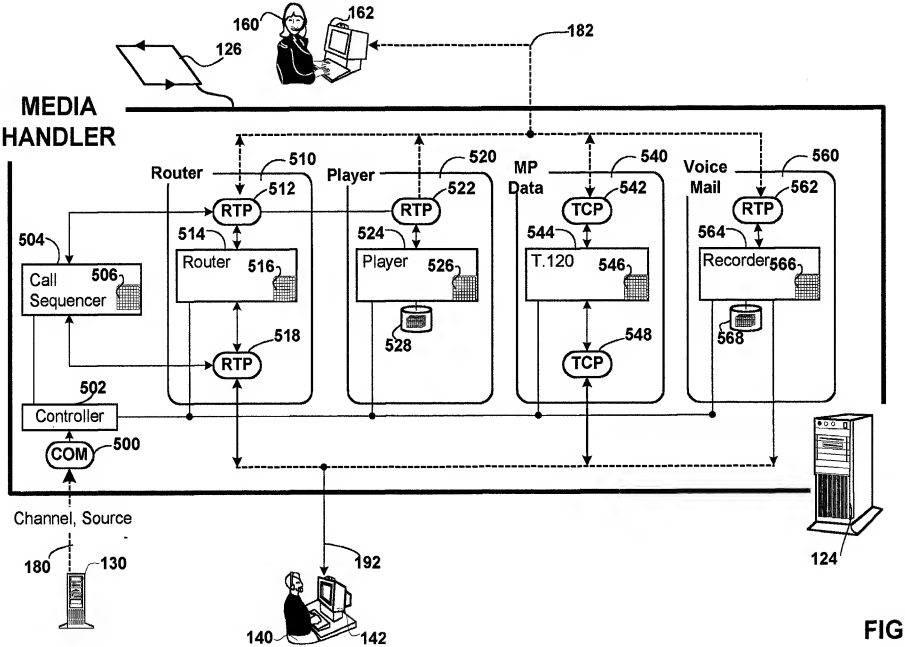

FIG. 5

Inventor(s): Ely et al. Atty Docket # ASPTP001

20020209T05300T

FIG. 6

410

Event Handler				
	Queue		Hold /Transfer	
Context	Video	Audio	Video	Audio
Cust Supt	File 1	File 10	File 21	File 30
Tek Supt	File 2	File 12	File 22	File 32

700 702 704 706 708

414

Agent Managment				
Agent	IP	Status		Dept
Bert	w.x.y.z	Log In	Available	Cust Serv
Carol	w.x.y.z	Log In	On Call	Tek Supt
Ernest	w.x.y.z	Log Out	N/A	Cust Serv

710 712 714 716 718

404

Call Management							
Cnf	Context	Members			Ev Last	Ev Next	Status
1	Cust Sup	Carol	Ag 1	Supr	Supr In	Supr Out	Done
2	Tek Supt	Caller 2	Ag 2		Ag in	Ag Out	In Proc
3	Cust Sup	Caller 3			Play	Ag In	Done

720 722 724 726 728 730 732 734

416

IP Bandwidth	
IP	kbps
N1	50000
DMH1	1000
Ag 1	500

736 738

418

Conference Allocation					
IP	DMH	Bw Mx	Bw Est	CMax	CAct
IP1	1	2000	5000	200	45
IP2	2	1000	4000	200	22
IP3	3	0	4500	200	0

740 742 744 746 748 750

422

Media Handler					
MH	Status	IP Ext	IP Int	Cf Mx	Port Stack
1	Up	w.x.y.z	w.x.y.z	200	
2	Up	w.x.y.z	w.x.y.z	200	
3	Up	w.x.y.z	w.x.y.z	200	

754 756 758 760 762 764

448

Connections								
Cnf	Call	Call IP	Ctr Pt	Out Ports	Status	MH IP	In Ports MH	Status
1	Carol	w.x.y.z	1867	#,#,#	Open	w.x.y.z	#,#,#	Open
1	Andy	w.x.y.z	1868	#,#,#	Open	w.x.y.z	#,#,#	Open
1	Super	w.x.y.z	1869	#,#,#	Open	w.x.y.z	#,#,#	Close

780 782 784 786 788 790 792 794 796

444

Default Capabilities						
	Video	kbps	Audio	kbps	Data	kbps
1	H.263	350	G.711	55	T.120	10
2	H.261	350	G.723	68		

768 770 772 774 776 778 780

CONFERENCE CONTROLLER

FIG. 7

ASPTP001

516

Routing Table

Cnf	Call	Call IP	Out Ports	Status	In Ports MH	Status	Sw/Mix	Seq|Ti
1	Carol	w.x.y.z	#,#,#	Open	#,#,#	Open		
1	Andy	w.x.y.z	#,#,#	Open	#,#,#	Open		
1	Super	w.x.y.z	#,#,#	Open	#,#,#	Close		

800 802 804 806 808 810 812 814 816

526

Play Table

Cnf	Call	Call IP	Out Ports	File	Status	Seq|Ti
1	Carol	w.x.y.z	#,#	Demo1	Open	
1	Andy	w.x.y.z	#,#	Demo1	Open	

820 822 824 826 828 830 832

546

Multi-Point Data

Cnf	Call	Call IP	Out Ports	Status	MH IP	In Ports MH	Status
1	Carol	w.x.y.z	1503	Open	w.x.y.z	1503	Open
1	Andy	w.x.y.z	1503	Open	w.x.y.z	1503	Open
1	Super	w.x.y.z	1503	Open	w.x.y.z	1503	Close

840 842 844 846 848 850 852 854

566

Recorder

Cnf	Call	Call IP	In Port Rec	Status	Destination
1	Carol	w.x.y.z	#	Open	Andy

860 862 864 866 868 870

506

Sequencer

Cnf	Call	Call IP	Out Ports	Seq|Ti
1	Carol	w.x.y.z	#,#,#	
1	Andy	w.x.y.z	#,#,#	
1	Super	w.x.y.z	#,#,#	

880 882 884 886 888

Media Handler

FIG. 8

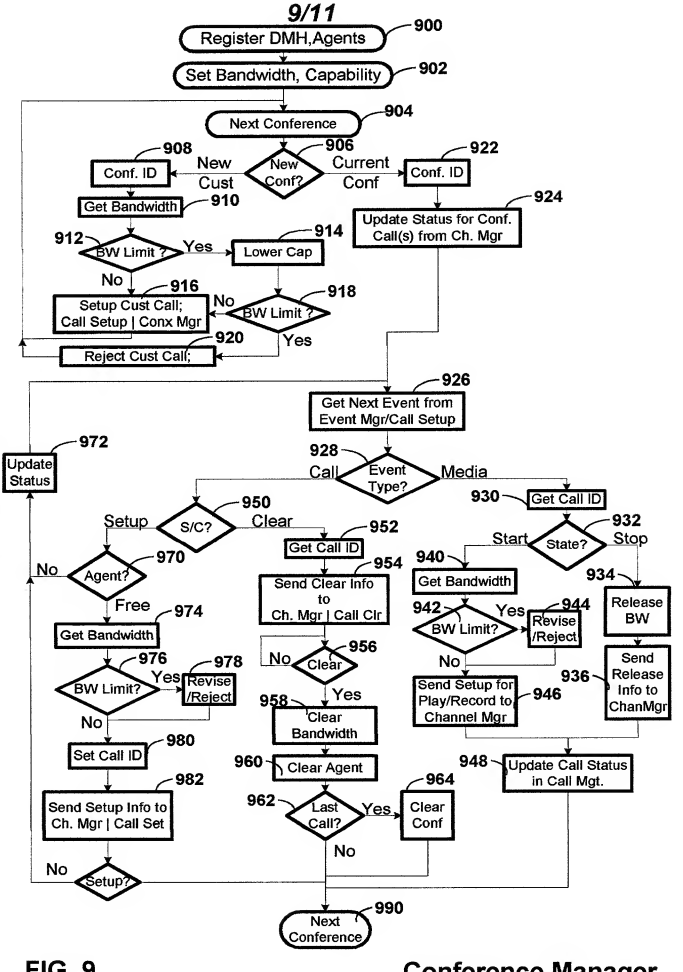

FIG. 9 Conference Manager

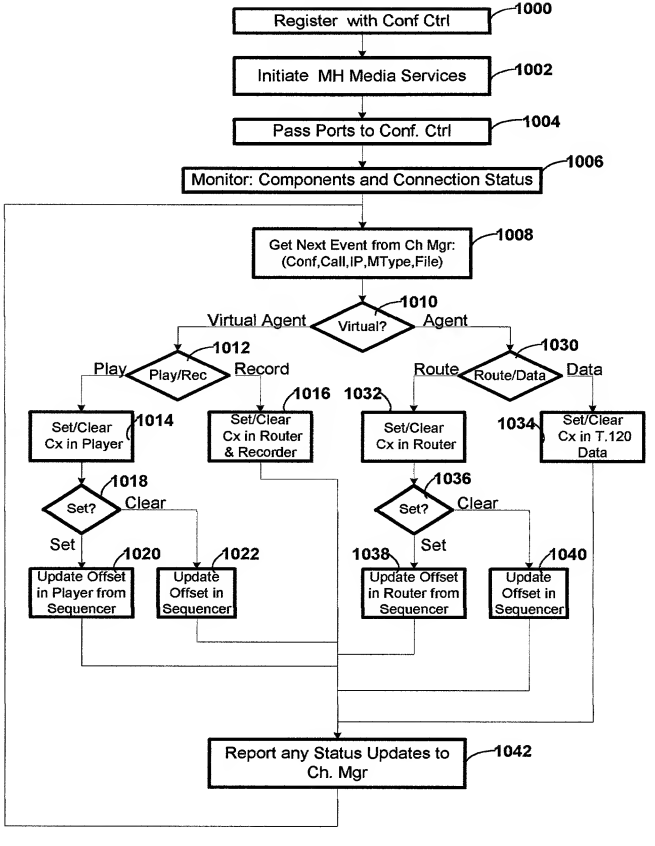

FIG. 10

Media Handler

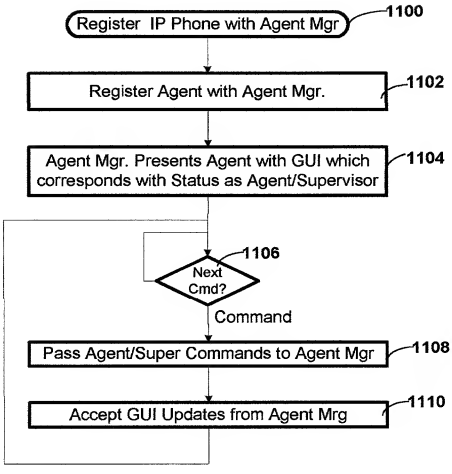
Register IP Phone with Agent Mgr
1100
Register Agent with Agent Mgr.
1102
Agent Mgr. Presents Agent with GUI which corresponds with Status as Agent/Supervisor
1104
Next Cmd?
1106
Command
Pass Agent/Super Commands to Agent Mgr
1108
Accept GUI Updates from Agent Mrg
1110

FIG. 11

AGENT